

# McKesson Corporation

## Desktop Sourcing Project

### Preliminary Capabilities Assessment

August 8, 2006

#### **Confidentiality and Obligations**

The following information is confidential and proprietary to the McKesson Corporation. Any response you provide will be treated as strictly confidential between McKesson Corporation and your company. This exercise is an informal fact finding, information gathering, due diligence process only. This solicitation and your response do not in any way bind McKesson Corporation to any obligation with your company.

#### **Project Background**

The Corporate Information Technology (CIT) group of McKesson Corporation has initiated a formal project to assess options in how it sources its end user computing support services including hardware procurement, asset management, field support and service desk. As part of this project, McKesson will engage qualified service providers to submit proposals for services via a managed RFP process. In order to assess capabilities and select appropriate vendors for this RFP, McKesson requests information on your company's current service offering and capabilities as well as references of current customers receiving similar services.

#### **About McKesson**

McKesson Corporation, a Fortune 15 company, provides supply management and healthcare information technology. The CIT business unit is a premier customer-focused technology service provider that combines our people, processes and technologies to provide appropriate business solutions, at competitive and predictable costs and levels of service, to our customers, while supporting the goals of McKesson. McKesson is based in San Francisco, California.

#### **McKesson Small and Diverse Business Program**

McKesson recognizes and promotes the outstanding contributions made by small and diverse businesses to the economic health and diversity of communities throughout the nation. McKesson's Supplier Diversity policy encourages purchasing opportunities for qualified small and diverse businesses in a manner that promotes awareness, builds strategic relationships, and develops successful and mutually beneficial partnerships.

- Small and diverse suppliers are 51% or more owned, operated and controlled by business owners classified as small disadvantaged, HUBZone, minority owned, historically underutilized, women-owned, veteran-owned and service-disabled veteran-owned.
- For more information about McKesson's Small and Diverse Business Program, please visit [www.mckesson.com](http://www.mckesson.com), click on About Us and Supplier Diversity

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#### Response Requirements

In order to be considered, please submit a written response to the following capabilities request by **Wednesday, August 16**. Responses should be sent electronically to attention: Gene Davidson, IT Contract Negotiations Manager, in care of Leslie Fleming Loville at [supplier.diversity@mckesson.com](mailto:supplier.diversity@mckesson.com).

A hard copy should follow immediately, addressed to:  
McKesson Corporation  
One Post Street  
San Francisco, CA 94104  
Attention: Leslie Fleming Loville, Supplier Diversity Program Manager

Any questions relating to this document should be directed in electronic mail format and sent to [supplier.diversity@mckesson.com](mailto:supplier.diversity@mckesson.com) by no later than noon Pacific Standard Time on **Monday, August 14**.

The following sections include targeted questions designed to assess your company's capabilities in addressing McKesson's desktop and Service Desk requirements. Please answer each question as completely as possible.

## 1. Procurement, Engineering, Imaging, Logistics and Asset Management

#### Requirements Background

McKesson is seeking a qualified service provider to manage the procurement of desktop hardware assets, to install the company's standard base image, to manage the physical transportation of the asset to the company's end user locations and to keep an up-to-date complete inventory and provide robust reporting on all desktop hardware and software assets.

1. Does your company currently provide desktop hardware procurement services for customers with annual purchases exceeding 6,000 units?
2. With which desktop hardware OEMs does your company have purchasing agreements? Which is your preferred vendor?
3. Can your company meet hardware provisioning for desktop, laptop, tablet and thin-client devices?
4. Does your company provide full desktop engineering services including hardware and software image certification?
5. Does your company manage the imaging of customer's desktop hardware, including testing, prior to delivery to end user locations?
6. Describe your company's asset management capabilities including description of asset management system and standard reporting.

## 2. Field Services

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#### **Group Background**

McKesson Field Technical Services group supports approximately 18,000 end users and 300 Wintel servers across 27 facilities. Primary responsibilities include deskside support (IMAC, break/fix and other end user support), Wintel server administration, voice IMAC and LAN support.

1. Does your firm currently provide complete deskside support services to any company with more than 10,000 users?
2. How does your company staff a multi-site customer environment?
3. If applicable, please describe your approach to supporting break/fix requirements for remote users.
4. Does your company have experience in deploying and managing automated software distribution environments? If so, what tool was used?
5. What are the standard SLAs you offer your field service customers?
6. Does your company currently support any major Wintel server environments (more than 100 servers)? If yes, please describe the types of applications supported.

#### **3. Service Desk**

##### **Group Background**

The McKesson corporate Service Desk is the single-point-of-contact for all technology-related end user issues. The Service Desk handles approximately 17,000 calls per month. The current McKesson Service Desk has a prime shift from 8am-11pm EST, though provides limited after hours support. Round-the-clock services will be a future requirement.

1. Does your firm currently provide Service Desk services to any company with average monthly volumes in excess of 10,000 calls?
2. Does your company have a dedicated Service Desk facility in the United States or Canada? If yes, how many calls/emails per month are processed through your Service Desk?
3. What are the standard SLAs you offer your Service Desk customers?
4. Describe your Service Desk technical capabilities (i.e. call load balancing, call prioritization, knowledge base, etc.)

#### **4. References**

Please provide two qualified references with customers currently receiving similar services from your company. If contact with references needs to be coordinated through your company, please note the appropriate contact at your company.